

**BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION**

<b>IN THE MATTER OF PACIFICORP'S</b>	)	
<b>APPLICATION FOR APPROVAL OF</b>	)	<b>CASE NO. PAC-E-04-7</b>
<b>REVISIONS TO THE COMPANY'S</b>	)	
<b>CUSTOMER GUARANTEE RULE 25 AND</b>	)	<b>NOTICE OF APPLICATION</b>
<b>SCHEDULE 300</b>	)	
	)	<b>NOTICE OF MODIFIED</b>
	)	<b>PROCEDURE</b>
	)	
	)	<b>ORDER NO. 29679</b>
	)	

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**NOTICE OF APPLICATION**

YOU ARE HEREBY NOTIFIED that on December 2, 2004, PacifiCorp submitted by electronic filing various changes in customer guarantees and performance standards, Rule 25 and Schedule 300. At the time of the merger between PacifiCorp and ScottishPower, the Company agreed to implement seven performance standards and eight customer guarantees. *See*, Case No. PAC-E-99-1. The Company committed to a five-year term for the program, which expires on March 31, 2005. According to the current Application, the Customer Guarantee Program has been very successful with a success rate in meeting the guarantee commitments in Idaho of 99.9%. The Company now proposes to continue both the Customer Guarantee Program and the Performance Standards Program citing: positive customer, employee, and regulatory feedback regarding the service standards; the process improvements that have resulted from the service standards; and the desire to maintain the Company's focus on providing excellent customer service.

YOU ARE FURTHER NOTIFIED that the Company requests an effective date of April 1, 2005 for the revisions to Rule 25 and Schedule 300. Additionally, the Company requests approval of the proposed changes by January 31, 2005 to allow sufficient time to implement the revisions by the requested April 1, 2005 effective date.

**Customer Guarantee Program**

YOU ARE FURTHER NOTIFIED that the Company is proposing several improvements to the current customer guarantees and the elimination of one guarantee. The

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Company proposes a three-year duration for the modified program, with an expiration date of March 31, 2008. It also proposes an efficacy review of the program by the Company and Commission Staff at that time to determine what modifications should be made in the future. Under the modified program the Company will guarantee the following services: 1) restoring supply after an outage; 2) meeting appointments; 3) connecting new service; 4) providing an estimate; 5) responding to billing inquiries; 6) resolving meter problems; and 7) providing notice on planned interruptions. The Company seeks to eliminate the existing Customer Guarantee No. 8, Responding to Power Quality Complaints.

### **Network Performance Standards**

YOU ARE FURTHER NOTIFIED that the Company proposes to retain four Network Performance Standards and eliminate one. According to the Application the Company proposes: 1) to improve SAIDI (system average sustained interruption duration index) results by 6% within the three years to achieve a target of SAIDI of no more than 206.3 minutes; 2) to improve SAIFI (system average sustained interruption frequency index) results by 6% within the three years to achieve a target of SAIFI of no more than 2.34 events; 3) to select five under-performing circuits in Idaho on an annual basis and undertake corrective measures to reduce the CPI (circuit performance indicator) by 20% within two years; and 4) to restore power outages due to a loss of supply or damage to the Company's distribution system on average to 80% of customers within three hours. The Company seeks to eliminate the network performance standard relating to MAIFI (momentary average interruption frequency index).

### **Customer Service Performance Standards**

YOU ARE FURTHER NOTIFIED that the Company is proposing changes in the telephone performance standard and the complaint performance standard. The Application proposes to adjust the service level for telephone response from 80% of calls answered in 20 seconds, to 80% of calls answered in 30 seconds, and to focus on the quality of service that customers receive by monitoring customer satisfaction with the Company's customer service associates and the quality of response the customers receive. The Company is also proposing changes to the complaint performance standard to indicate that the Company will respond to at least 95% of Commission complaints within 30 days.

## NOTICE OF MODIFIED PROCEDURE

YOU ARE FURTHER NOTIFIED that the Commission has reviewed the filing of record in Case No. PAC-E-04-7. The Commission has preliminarily determined that the public interest may not require a hearing to consider the issues presented in this case and that issues raised by the Company's filing may be processed under **Modified Procedure**, i.e., by written submission rather than by hearing. IDAPA 31.01.01.201-204. In so doing, the Commission notes that Modified Procedure and written comments have proven to be an effective means for obtaining public input and participation.

YOU ARE FURTHER NOTIFIED that the Commission may not hold a hearing in this proceeding unless it receives written protests or comments opposing the use of Modified Procedure and stating why Modified Procedure should not be used. IDAPA 31.01.01.203.

YOU ARE FURTHER NOTIFIED that if no protests or written comments are received within the deadline, the Commission will consider the matter and enter its Order without a hearing. If protests or comments are filed within the deadline, the Commission will consider them and may, in its discretion, set the matter for hearing or decide the matter and issue its Order on the basis of the written positions before it. IDAPA 01.01.01.204.

## NOTICE OF COMMENT/PROTEST DEADLINE

YOU ARE FURTHER NOTIFIED that **the deadline for filing written comments or protests** with respect to the Application and the Commission's use of Modified Procedure in Case No. PAC-E-04-7 is **January 19, 2005**. Persons desiring a hearing must specifically request a hearing in their written protests or comments.

YOU ARE FURTHER NOTIFIED that written comments concerning Case No. PAC-E-04-7 should be mailed to the Commission and to PacifiCorp at the addresses reflected below.

Commission Secretary  
Idaho Public Utilities Commission  
PO Box 83720  
Boise, ID 83720-0074

Street Address For Express Mail:  
472 W. Washington Street  
Boise, ID 83702-5983

Data Request Response Center  
PacifiCorp  
825 NE Multnomah, Suite 800  
Portland, OR 97232  
E-mail: [datarequest@pacificorp.com](mailto:datarequest@pacificorp.com)

These comments should contain the case caption and case number shown on the first page of this document. Persons desiring to submit comments via e-mail may do so by accessing the Commission's homepage located at [www.puc.state.id.us](http://www.puc.state.id.us). Click the "Comments and Questions" icon, and complete the comment form, using the case number as it appears on the front of this document. These comments must also be sent to PacifiCorp at the address listed above.

### **CONCLUSIONS OF LAW**

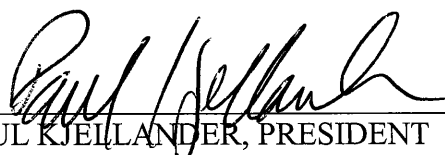
The Idaho Public Utilities Commission has jurisdiction over PacifiCorp, its Application for Approval of Revisions to the Company's Customer Guarantee Rule 25 and Schedule 300, and the issues involved in this case by virtue of Title 61, *Idaho Code* and the Commission's Rules of Procedure, IDAPA 31.01.01.000 *et seq.*

The Commission has preliminarily determined that the public interest may not require a hearing to consider the issues presented in this case and that issues raised by the Company's filing may be processed under **Modified Procedure**, i.e., by written submission rather than by hearing. IDAPA 31.01.01.201-204. In so doing, the Commission notes that Modified Procedure and written comments have proven to be an effective means for obtaining public input and participation.

### **ORDER**

IT IS HERBY ORDERED that this case be processed under Modified Procedure. Persons interested in submitting written comments regarding this case or protesting the use of Modified Procedure should do so no later than January 19, 2005.

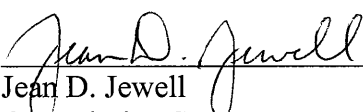
DONE by Order of the Idaho Public Utilities Commission at Boise, Idaho this 4<sup>th</sup>  
day of January 2005.

  
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PAUL KJELLANDER, PRESIDENT

  
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MARSHA H. SMITH, COMMISSIONER

  
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DENNIS S. HANSEN, COMMISSIONER

ATTEST:

  
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Jean D. Jewell  
Commission Secretary

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